

Business Support Volunteer Role Profile

Why volunteer for us?

Citizens Advice is here to help people whenever they need it. We deliver a much-valued service and your skills could help make a difference to those in need in Eastleigh.

Our Culture

We offer much more than a place to come to work and volunteer: we offer the chance to work with a welcoming and inclusive team and a role that can make a difference to people's lives.



What will you do?

- Complete an introduction to Citizens Advice and training relevant for your role
- Help with the day to day running of our service
- Support with the general running of the office and related admin tasks
- Greeting clients at reception and ensuring they are dealt with effectively
- Call clients to arrange or amend appointments, reply to emails and post
- Print and scan documents using a printer
- Update spreadsheets and databases
- Assist with archiving
- Assist in arranging events
- Support with recruitment tasks and onboarding new staff/volunteers
- Minute-taking for meetings

[Note: This is not an advisory role and you won't be required to explore clients' issues in detail, provide tailored advice, or undertake casework.]



What's in it for you?

- Gain and develop skills, for example in IT and admin, teamworking, communication, planning and organising - all of which can increase your employability
- Contribute to the smooth running of a service which makes a real difference to peoples' lives
- Work independently and as part of a friendly, supportive team.

And we'll reimburse your travel expenses too.



What do you need to have?

You don't need specific qualifications, but you will need to:

- Be friendly, patient, approachable, and able to interact with a wide range of people
- Be able to establish conversations with clients in person
- Respect views, values and cultures that are different to your own
- Have experience of administration and 'back office' support
- Have good IT skills (Google Docs, Sheets & Gmail)
- Be willing to learn about and follow Citizens Advice aims and policies (including confidentiality, data protection and Equality, Diversity and Inclusion).



How much time do you need to give?

We ask for a commitment of either one full day (9am - 4pm) or 2 half days per week (not Friday's), preferably 9.30am - 12.30 or 12pm - 4pm . We aim to be flexible so talk to us about what might work for you.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.



Contact details

If you'd like to apply to be in our Business Support team or want more information, please see our website to apply - [Volunteer at Citizens Advice Eastleigh](#) or email us at admin@caeastleigh.org

For more about our national organisation, see <https://www.citizensadvice.org.uk/about-us/>